



London Breed, Mayor

Department of Human Services  
 Department of Aging and Adult Services  
 Office of Early Care and Education

Trent Rhorer, Executive Director

**MEMORANDUM**

**TO:** AGING & ADULT SERVICES COMMISSION

**THROUGH:** SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

**FROM:** CINDY KAUFFMAN, DEPUTY DIRECTOR  
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS

**DATE:** AUGUST 7, 2019

**SUBJECT:** NEW CONTRACT: **NETSMART TECHNOLOGIES - DEVERO. (PROFIT)** TO PROVIDE ACCESS TO DEVERO HOME HEALTH ELECTRONIC RECORD SYSTEM

**CONTRACT TERM:** 9/1/2019-6/30/2022

<b>CONTRACT AMOUNT:</b>	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$45,000	\$4,500	\$49,500

<b>ANNUAL AMOUNT</b>	<u>FY19/20</u>	<u>FY20/21</u>	<u>FY21/22</u>
	\$15,000	\$15,000	\$15,000

<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$45,000			\$4,500	\$49,500
<b>PERCENTAGE:</b>	100%			100%	100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into a new contract with Netsmart Technologies - DeVero, for the period of September 1, 2019 to June 30, 2022, in an amount of \$45,000, plus a 10% contingency for a total amount not to exceed \$49,500. The purpose of this contract is for the continued access to DeVero Electronic Health Record System, providing access to an on-line referral process and documentation of vital clinical/nursing/medical records.

## **Background**

The Clinical and Quality Assurance (CQA) Unit was formed in 2015 to support San Francisco's older adults and people with disabilities who have complex health needs. CQA partners with DAAS direct service programs and community health care providers to improve clients' health outcomes and promote well-being through disease education, health management, and health crisis interventions. CQA is comprised of Registered Nurses (RN) who primarily serve In-Home Supportive Services (IHSS) and Adult Protective Services (APS) clients with significant functional needs and complex or unmet medical/clinical needs. CQA services are provided across the continuum of care ranging from wellness to crisis. The RN functions as nurse consultant. As such, the focus is on the development of clinical recommendations that place emphasis on meaningful client-centered service planning.

DeVero offers the flexibility to run reports and determine the healthcare needs of clients at the time of referral as well as after assessments and nursing interventions. It tracks specific client outcomes that are used for continuous quality improvement and performance measures. The system provides quick access to client's medical histories, pharmacy libraries that allow for greater prescription accuracy that lead to reductions in medication errors and potential drug to drug adverse reactions. The system also assists in the early identification of clients who are at risk for falls, dehydration, malnutrition and infectious diseases.

Typically, most non-service IT procurements are handled through purchasing and /or the City's Technology Marketplace and do not come through Commission. However, procurements involving Protected Personal Information (PPI), must include a Business Associate Agreement (BAA) which in turn necessitates use of a contract. A BAA is an appendix to a contract that includes conditions and contractor responsibilities to protect client data. Since these services involve the management and storage of Protected Personal Information (PPI), this purchase will be facilitated through a departmental contract.

## **Services to be Provided**

DeVero will provide access to web-based software platform that allows CQA to conduct documentation and charting on their tablets/phones during their home visits. The DeVero system is used by CQA to: (a) streamline the referral process; (b) clinically triage and/or prioritize the in-home visits of referred clients and; (c) allow for easy access to shared client files.

## **Selection**

Contractor is a sole source contract.

## **Funding**

Funding for this service will be provided entirely through County General Funds.

## **ATTACHMENTS**

Appendix A - Services to be Provided

Appendix B - Calculation of Charges

## **Appendix A Services to be Provided**

Netsmart Technologies  
DeVero Home Health Electronic Record System  
September 1, 2019 to June 30, 2022

### **I. Purpose of Contract**

Contractor will provide access to DeVero Home Health Electronic Record System, an electronic records system that provides accessibility to an on-line referral process and documentation of vital clinical/nursing/medical records; including prescription histories, diagnostic reports, summary of findings and recommendations, and results of evidenced-based clinical assessments.

### **II. Definitions**

APS	Adult Protective Services
Contractor	Netsmart Technologies
CQA	Clinical and Quality Assurance
CSV	Comma Separated Values
DeVero	DeVero Home Health Electronic Record System, customized and used by CQA since 2015. Now part of Netsmart's myUnity Essential product suite.
HIPAA	Health Insurance Portability and Accountability Act
HSA	Human Services Agency of the City and County of San Francisco
IHSS	In-Home Supportive Services
PHI	Personal Health Information
PII	Personally Identifiable Information
SaaS	Software-as-a-Service
SOC 2	System and Organization Controls

### **III. Description of Services**

The DeVero system is used by CQA to meet the following needs: (a) streamline the referral process; (b) clinically triage and/or prioritize the in-home visits of referred clients and; (c) allow for easy access to shared client files. DeVero's web-based software platform allows CQA to conduct documentation and charting on their tablets/phones during their home visits. The software allows access to the up-to-date ICD-10 system used by healthcare providers to "code" or identify clients in need of immediate disease management. These functions have resulted in improved communication to address immediate needs of the clients.

The DeVero platform is SOC 2 (System and Organization Controls) certified which provides assurances that security, privacy and confidentiality are in place to protect customer data related to Personally Identifiable Information (PII) and Personal Health Information (PHI); and has Health Insurance Portability and Accountability Act (HIPAA) compliance built in.

### **IV. Location and Time of Services**

- A. DeVero shall be available as a secure web based system to anyone with access over the Internet.
- B. DeVero shall be accessible to internet users twenty four (24) hours per day, seven (7) days per week, with the exception of scheduled maintenance periods.
- C. If the service becomes unavailable to users, other than for scheduled maintenance, DeVero shall have qualified personnel respond within 1 hour of notification and shall, to the extent reasonably practical, remedy the unavailability at that time.
- D. Contractor warrants 99.9% platform availability on a monthly basis.
- E. DeVero is available for support Monday through Friday 8:00 am – 6:00 pm (PT), except on State and Federal holidays. Initial contact for support may be via e-mail or by voicemail messaging. DeVero will use its best effort to provide a timely response to initial contact and issue resolution.

By E-mail: support@devero.com

By Voicemail: (800) 219-0664 (ext. 1)

DeVero does not provide support to IHSS & APS consumers or providers.

### **V. HSA Responsibilities**

The City will designate at least one user as a DeVero System Administrator for the purposes of performing important functions that are specific to DAAS daily operations and use of the system, such as user account creation and maintenance, resetting of passwords, setting of user permissions, office settings, setting the appointment calendars, etc.

## VI. Other Requirements

- A. All data entered or uploaded by HSA shall remain property of HSA. Contractor shall have no rights or privileges to database content, other than as required to implement contracted services and for the purpose of training, support and maintenance.
- B. Contractor and HSA shall each designate a principal contact person who shall act as a liaison between Contractor and HSA and who shall have sufficient authority to grant or communicate the granting of all necessary approvals.

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- C. Contractor shall provide a copy of customer data in nonproprietary, open format (such as CSV or other mutually agreed upon format) upon request or termination of contract, either through a secure electronic format (Secure File Transfer Protocol) or hard media.
- D. As needed custom development/reports and training shall be quoted on a time and material basis at a rate of \$225 per hour. As-needed services and charges require prior approval of scope and project plan by the Department of Aging and Adult Services (DAAS) Director of Quality Management Services.

## VII. Service Objectives

- A. Contractor will respond to system maintenance requests within one business day after the request has been submitted.
- B. Contractor will guarantee system availability seven days a week, 24 hours a day, except for schedule maintenance, with prior notification.
- C. Contractor will update the system within 30 days of notice of regulatory changes occur at the State level.

**Appendix B  
Calculation of Charges**

Netsmart Technologies  
DeVero Home Health Electronic Record System  
September 1, 2019 to June 30, 2022

HSA will reimburse the contractor for services provided based on the following schedule of rates. As-needed services and charges require prior approval of scope and project plan by the Department of Aging and Adult Services (DAAS) Director of Quality Management Services.

Description of Services	Fee	Annual Cost
System Subscription Fee (0-999 forms/month, or up to 11,988 forms/year.)	\$15,000 per year invoiced annually	\$15,000
As needed Custom Development/Reports and Training – (requires prior estimate with City Approval)	Requires prior estimate at rate of \$225 per hour	As-needed (up to available contingency amount)

Annual Costs – FY19 to FY22	FY 19/20	FY 20/21	FY 21/22	Total
System Subscription Fee	\$15,000	\$15,000	\$15,000	\$45,000
<b>Total</b>	<b>\$15,000</b>	<b>\$15,000</b>	<b>\$15,000</b>	<b>\$45,000</b>

- I. Contractor shall submit invoices on an annual basis, into CARBON.
- II. The total amount of this budget for September 1, 2019 – June 30, 2022 is **\$45,000**.
- III. At the City’s sole discretion, 10% contingency amount up to **\$4,500** may be available.

The total amount of the contract shall not exceed **\$49,500**.